CITY OF KENT POSITION DESCRIPTION

Position Inventory Number:
Classification Specification: ADMINISTRATIVE SECRETARY 2
Salary Range: AF 23
Position Description: Administrative Secretary 2
Incumbent: Vacant
Location: Fire Department – Fire Prevention

<i>**</i> **********************************

GENERAL PURPOSE:

Under the direction of the Administrative Assistant 2, provide a variety of complex secretarial duties in support of the Fire Department's Fire Prevention operations.

Work is characterized by complex and specialized secretarial duties such as organizing office activities; coordinating communication with other functions, outside agencies, and the general public; assisting with processing and maintaining payroll, and purchase orders; processing correspondence, and related files and records; and preparing and distributing meeting notices, agendas and minutes.

Work is performed under general supervision. Supervisor defines objectives, priorities, and deadlines; and assists incumbent with unusual situations, which do not have clear objectives or precedents. Incumbent plans and carries out assignments and handles problems and deviations in accordance with instructions, policies, procedures and/or accepted practices. Work is evaluated for technical soundness and conformity to practice and policy. Incumbent may sometimes be required to complete within defined schedules and timelines.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Plan, organize and assist in the coordination of the daily operation of the Fire Department's Fire Prevention Office; assure the office operates efficiently and effectively; coordinate communications; and relieve the Administrative staff of administrative detail.

Provide administrative support for the Fire Protection Systems (FPS) program; create and record permits for FPS; ensure test results are entered into the Fire Prevention Record Management System (FPRMS), filed with appropriate permits or imaged; prepare documents for scanning according to retention requirements; process billing for FPS permits using designated software.

Provide administrative support for the Accreditation program; create, correlate, modify, maintain and finalize accreditation documents to include the Annual Self-Assessment, Final Performance Indicators, Criterion and Annual Compliance Report etc.; manage the accreditation references to include the accreditation, hardcopy and electronic libraries.

Assist with the creation, processing and mailing of code enforcement documents to include correction notices, notices of violation and affidavit of service etc.

Prepare, proofread, and edit correspondence, reports, bulletins, and materials including materials of a confidential nature independently on a variety of Fire Department operations matters from rough drafts, transcription machine tapes or verbal instructions.

Assist with completing the Fire Prevention and Administrative Divisions' payroll in a timely and efficient manner, and provide assistance to Fire Department personnel with questions related to payroll, benefits, etc.; prepare and process personnel related forms and documents.

Assist with processing purchase orders, requisitions, bills, expenses and related forms and documents.

Research and compile statistical data and back-up material and prepare statistical, financial and administrative reports as directed.

Communicate and provide and/or explain information related to the operation of the City and the Fire Department in person and on the telephone to other City departments and personnel, outside agencies, and the general public; screen and refer individuals to appropriate staff as needed.

Apply quality customer service principles and concepts to assist internal and external customers in a patient, courteous and tactful manner to reflect the "Kent Cares" attitude.

Attend meetings and conferences to record proceedings or receive information as assigned; prepare and distribute meeting notices, agendas, and minutes.

Open, sort and route mail; order, receive, store and distribute office supplies and forms; and develop and maintain a variety of office forms and procedures.

Assist with the maintenance of the Fire Prevention Staff calendar; schedule appointments; and make travel and lodging arrangements as required.

Operate dictation equipment and standard modern office machines and equipment such as computers and related software.

Organize and maintain complex, inter-related filing systems including a variety of confidential files, records and information for the department as assigned.

Maintain an understanding of the functions and programs of the Fire Department as they relate to the City's overall operation.

PERIPHERAL DUTIES:

Perform other related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

KNOWLEDGE OF:

- Basic municipal government policies, procedures, and structure; applicable local, state and federal laws, codes, regulations and ordinances.
- Basic principles, practices, and procedures of governmental budgeting, accounting and purchasing including preparation, monitoring, transferring, and reporting.
- Modern office practices, procedures and equipment including personal computers and related software such as word processing and spreadsheet programs.
- Record-keeping techniques.
- Proper telephone techniques and etiquette.
- Oral and written communications skills.
- Correct English usage, grammar, spelling, punctuation and vocabulary.
- Interpersonal skills using tact, patience and courtesy.
- Basic research methods.
- Quality customer service principles and practices.

SKILLED IN:

- Proper use of telephone etiquette and techniques to properly assist a diverse assortment of inquiries and persons.
- Operation of modern office practices, procedures, and equipment including personal computers and related software such as word processing and spreadsheet programs.
- Use of oral and written communications skills.

ABILITY TO:

- Present ideas and concepts clearly and concisely
- Communicate effectively both orally and in writing
- Learn the organization, functions and policies of the Fire Department and work within the scope of authority outlined
- Prepare, monitor and control assigned budgets and maintain complex financial accounting records
- Participant in public events in support of the City and the Fire Prevention to provide knowledge/services to the customer
- Function well as a member of the "team"
- Compose, proofread and edit general correspondence and reports including letters, memorandums, etc.
- Read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations
- Write reports, business correspondence and procedure manuals

- Effectively present information and respond to questions from groups of managers, employees and the general public
- Add, subtract, multiply and divide; compute rate, ratio, fraction and percent; and draw and interpret graphs and charts
- Apply common sense understanding to carry out instructions furnished in written, oral or diagram form
- Deal with problems involving several variables in standardized situations
- Perform complex and responsible clerical duties with speed and accuracy.
- Compose, proofread and edit routine and special general correspondence and reports including letters, memoranda, minutes, etc.
- Use interpersonal skills effectively in a tactful, patient and courteous manner.
- Process, track and distribute multiple/simultaneous calls that frequently disrupt routine assignments in an accurate and professional manner.
- Complete work with many interruptions.
- Work effectively in a structured environment.
- Type, ten key, and transcribe accurately at an acceptable rate of speed.
- Establish and maintain cooperative and effective working relationships with others.
- Maintain a variety of complex filing systems, records, and reports.
- Read, comprehend, apply and explain general business periodicals and journals, governmental laws, rules, regulations, ordinances including City and departmental policies and procedures as applicable to the operations of the department/division.
- Apply common sense understanding to carry out instructions furnished in written or oral form and deal with problems involving several variables in standardized situations.
- Analyze situations accurately and adopt an effective course of action.
- Work independently with little direct supervision and maintain confidentiality.
- Function effectively as a member of the "team".
- Plan and organize work to meet schedules and time lines.
- Maintain flexibility in work hours as well as work assignments to support the team as a whole.

MINIMUM EDUCATION AND EXPERIENCE REQUIRED:

Education: High school diploma, general education degree (GED), or equivalent,

supplemented by college level course work or vocational training in

administrative support, office management, secretarial training or a related field;

and

Experience: Two (2) years of increasingly responsible administrative support experience,

including at least one (1) year of secretarial support experience at a division level

working with the public on a day-to-day basis;

Or: In place of the above requirement, the incumbent may possess any combination

of relevant education and experience which would demonstrate the individual's knowledge, skill and ability to perform the essential duties and responsibilities

listed above.

LICENSES AND OTHER REQUIREMENTS:

- Washington State Drivers License
- Notary Public License is preferred
- Customer Service experience is preferred

MACHINES, TOOLS AND EQUIPMENT USED:

Typical business office machinery and equipment including, but not limited to, personal computer, multi-line telephone, fax machine, copy machine, calculator, projector, and typewriter.

May also be required to operate a radio.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit for extended periods of time; use hands to finger, handle, or feel; talk or hear; and type on keyboard for extended periods of time. The employee is occasionally required to stand; walk; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 35 pounds.

Specific vision abilities required by this job include close, distance, and peripheral vision; depth perception; and the ability to adjust focus.

WORKING CONDITIONS:

Work is performed in an office environment in non-emergency and emergency operations, subject to multiple interruptions from inter-office activities, telephones, walk-in employees and citizens, etc. Incumbent is required to periodically support department field operations or be required to work at other Fire Department offices. Incumbent may also be called back for emergency support services.

While performing the duties of this position, the employee may be exposed to individuals who are irate or hostile. The noise level in the work environment is usually moderate.

Position Description: Administrative Secretary 2 Page 6 of 6 SIGNATURES: Incumbent's Signature Supervisor's Signature Date Date Approval: Department Director/Designee Human Resources Director Date Date This document will be reviewed and updated annually at the time of the **Note: employee's performance appraisal; when this position becomes vacant; or, if the duties of this position are changed significantly.

Revised: 11/05/08